


# **Exhibit 11**

## Short Message Report

Conversations: 1	Participants: 9
Total Messages: 1036	Date Range: 11/19/2019 - 12/22/2020

## Outline of Conversations

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 **NODISPLAY** • 1036 messages between 11/19/2019 - 12/22/2020 • Antonio Hallak • Jeremy(不单独咨询)  
• LUNA • NA • Ren • Stefan Qin (秦世得) • Stefan Qin (秦世得) • UNSPECIFIED\_PARTICIPANT • Vince  
• 露娜@Binance

Hi Luna.

N	NA Hi Luna.	8/12/2020, 12:09 PM
U	UNSPECIFIED_PARTICIPANT We need to withdraw COMP (Compound) token from our master account. We have a weird limit that needs to be lifted.	8/12/2020, 12:09 PM
N	NA We need to withdraw COMP (Compound) token from our master account. We have a weird limit that needs to be lifted.	8/12/2020, 12:09 PM
N	NA @I am LUNA @Luna	8/12/2020, 12:09 PM
U	UNSPECIFIED_PARTICIPANT @I am LUNA @Luna	8/12/2020, 12:09 PM
N	NA Can you help us sort through this?	8/12/2020, 12:09 PM
U	UNSPECIFIED_PARTICIPANT Can you help us sort through this?	8/12/2020, 12:09 PM
N	NA Is it an issue with the cold wallet?	8/12/2020, 12:14 PM
U	UNSPECIFIED_PARTICIPANT Is it an issue with the cold wallet?	8/12/2020, 12:14 PM
L	LUNA How much do you need to withdraw?	8/12/2020, 12:15 PM
U	UNSPECIFIED_PARTICIPANT How much do you need to withdraw?	8/12/2020, 12:15 PM
N	NA all of it.	8/12/2020, 12:15 PM
U	UNSPECIFIED_PARTICIPANT all of it.	8/12/2020, 12:15 PM
L	LUNA Maybe hit the limit	8/12/2020, 12:15 PM
U	UNSPECIFIED_PARTICIPANT Maybe hit the limit	8/12/2020, 12:15 PM
U	UNSPECIFIED_PARTICIPANT What is the limit?	8/12/2020, 12:16 PM
N	NA What is the limit?	8/12/2020, 12:16 PM
U	UNSPECIFIED_PARTICIPANT We weren't aware of a limit.	8/12/2020, 12:16 PM

N	NA	8/12/2020, 12:16 PM
	We weren't aware of a limit.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:16 PM
	100BTC	
L	LUNA	8/12/2020, 12:16 PM
	100BTC	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:16 PM
	Trying to withdraw 667.16 COMP	
N	NA	8/12/2020, 12:16 PM
	Trying to withdraw 667.16 COMP	
N	NA	8/12/2020, 12:16 PM
	Can you increase our limit?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:16 PM
	Can you increase our limit?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:17 PM
	It should not hit the limit	
L	LUNA	8/12/2020, 12:17 PM
	It should not hit the limit	
N	NA	8/12/2020, 12:17 PM
	Maybe the limit was from other positions?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:17 PM
	Maybe the limit was from other positions?	
N	NA	8/12/2020, 12:17 PM
	We were doing a lot of xfers.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:17 PM
	We were doing a lot of xfers.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:17 PM
	Do you have the screenshot when you got the issue?	
L	LUNA	8/12/2020, 12:17 PM
	Do you have the screenshot when you got the issue?	
N	NA	8/12/2020, 12:17 PM
	So we need temporary limit increase to 200 BTC/day	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:17 PM
	So we need temporary limit increase to 200 BTC/day	
N	NA	8/12/2020, 12:18 PM

Attachment: 243.pic\_thum (6 KB)

N	NA	8/12/2020, 12:18 PM
	we are limited to how much we can withdraw.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	we are limited to how much we can withdraw.	
N	NA	8/12/2020, 12:18 PM
	we have 667.16 COMP but it only lets us withdraw 2	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	we have 667.16 COMP but it only lets us withdraw 2	
N	NA	8/12/2020, 12:18 PM
	I think it's because we hit 100 BTC with other coins	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	I think it's because we hit 100 BTC with other coins	
N	NA	8/12/2020, 12:18 PM
	so if you make the limit 200 BTC for today we should be fine	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	so if you make the limit 200 BTC for today we should be fine	
L	LUNA	8/12/2020, 12:18 PM
	Ok I see	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	Ok I see	
N	NA	8/12/2020, 12:18 PM
	Let me know when the limit is increased.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	Let me know when the limit is increased.	
L	LUNA	8/12/2020, 12:18 PM
	What account is it?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:18 PM
	What account is it?	
N	NA	8/12/2020, 12:19 PM
	@Antonio Hallak What is the acct ID again?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:19 PM
	@Antonio Hallak What is the acct ID again?	
AH	Antonio Hallak	8/12/2020, 12:19 PM
	ms.trading1@virgilqr.com	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:19 PM
	ms.trading1@virgilqr.com	

L	LUNA	8/12/2020, 12:19 PM
	Why are you withdrawing so much coin?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:19 PM
	Why are you withdrawing so much coin?	
AH	Antonio Hallak	8/12/2020, 12:19 PM
	because we are traders	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:19 PM
	because we are traders	
N	NA	8/12/2020, 12:20 PM
	rebalancing strategy.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	rebalancing strategy.	
L	LUNA	8/12/2020, 12:20 PM
	How long do you need the limit	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	How long do you need the limit	
L	LUNA	8/12/2020, 12:20 PM
	24h?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	24h?	
L	LUNA	8/12/2020, 12:20 PM
	Or 1 month	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	Or 1 month	
N	NA	8/12/2020, 12:20 PM
	ideally 1 month or longer.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	ideally 1 month or longer.	
L	LUNA	8/12/2020, 12:20 PM
	Ok get it	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	Ok get it	
L	LUNA	8/12/2020, 12:20 PM
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 12:20 PM
	Lol😂	

AH Antonio Hallak 8/12/2020, 12:21 PM  
😊

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:21 PM  
😊

AH Antonio Hallak 8/12/2020, 12:23 PM  
@I am LUNA are you able to find the account w/the email address we provided?

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:23 PM  
@I am LUNA are you able to find the account w/the email address we provided?

L LUNA 8/12/2020, 12:24 PM  
Yes?

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:24 PM  
Yes?

N NA 8/12/2020, 12:26 PM  
ok perfect.

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:26 PM  
ok perfect.

N NA 8/12/2020, 12:37 PM  
@Luna So it's updated now?

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:37 PM  
@Luna So it's updated now?

L LUNA 8/12/2020, 12:38 PM  
It needs approval from several departments and I'm trying to find the colleagues. It's a bit late 😊

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:38 PM  
It needs approval from several departments and I'm trying to find the colleagues. It's a bit late 😊

N NA 8/12/2020, 12:42 PM  
@I am LUNA super important so appreciate if you can help us out.

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:42 PM  
@I am LUNA super important so appreciate if you can help us out.

L LUNA 8/12/2020, 12:45 PM  
Yes I'm asking

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 12:45 PM  
Yes I'm asking

N NA 8/12/2020, 1:21 PM  
thank you.

U UNSPECIFIED\_PARTICIPANT 8/12/2020, 1:21 PM  
thank you.

N	NA	8/12/2020, 1:21 PM
	let us know.	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 1:21 PM
	let us know.	
N	NA	8/12/2020, 3:34 PM
	any luck?	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 3:34 PM
	any luck?	
L	LUNA	8/12/2020, 6:48 PM
	Sorry..still no response w	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 6:48 PM
	Sorry..still no response w	
L	LUNA	8/12/2020, 6:48 PM
	Will be done in the morning	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 6:48 PM
	Will be done in the morning	
L	LUNA	8/12/2020, 8:26 PM
	@NA 200 already	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 8:26 PM
	@NA 200 already	
AH	Antonio Hallak	8/12/2020, 8:29 PM
	thank you @I am LUNA	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 8:29 PM
	thank you @I am LUNA	
L	LUNA	8/12/2020, 8:29 PM
	No problem!	
U	UNSPECIFIED_PARTICIPANT	8/12/2020, 8:29 PM
	No problem!	
N	NA	8/13/2020, 6:23 PM
	okay can you increase it more?	
U	UNSPECIFIED_PARTICIPANT	8/13/2020, 6:23 PM
	okay can you increase it more?	
N	NA	8/13/2020, 6:23 PM
	to 1000 btc	
U	UNSPECIFIED_PARTICIPANT	8/13/2020, 6:23 PM
	to 1000 btc	



N	NA @Luna @I am LUNA	8/13/2020, 6:23 PM
U	UNSPECIFIED_PARTICIPANT @Luna @I am LUNA	8/13/2020, 6:23 PM
L	LUNA Oh ok	8/13/2020, 6:25 PM
U	UNSPECIFIED_PARTICIPANT Oh ok	8/13/2020, 6:25 PM
U	UNSPECIFIED_PARTICIPANT For long term ?	8/13/2020, 6:25 PM
L	LUNA For long term ?	8/13/2020, 6:25 PM
N	NA yes	8/13/2020, 6:54 PM
U	UNSPECIFIED_PARTICIPANT yes	8/13/2020, 6:54 PM
N	NA long term	8/13/2020, 6:55 PM
U	UNSPECIFIED_PARTICIPANT long term	8/13/2020, 6:55 PM
AH	Antonio Hallak Hi @I am LUNA	8/13/2020, 6:55 PM
U	UNSPECIFIED_PARTICIPANT Hi @I am LUNA	8/13/2020, 6:55 PM
AH	Antonio Hallak we have a withdrawal	8/13/2020, 6:56 PM
U	UNSPECIFIED_PARTICIPANT we have a withdrawal	8/13/2020, 6:56 PM
AH	Antonio Hallak that we submitted	8/13/2020, 6:56 PM
U	UNSPECIFIED_PARTICIPANT that we submitted	8/13/2020, 6:56 PM
AH	Antonio Hallak but it says that it is being reviewed and awaiting approval	8/13/2020, 6:56 PM
U	UNSPECIFIED_PARTICIPANT but it says that it is being reviewed and awaiting approval	8/13/2020, 6:56 PM

AH	Antonio Hallak how long does that usually take	8/13/2020, 6:56 PM
U	UNSPECIFIED_PARTICIPANT how long does that usually take	8/13/2020, 6:56 PM
AH	Antonio Hallak is it automated, or does it actually require a human to click, read details and click approve?	8/13/2020, 6:56 PM
U	UNSPECIFIED_PARTICIPANT is it automated, or does it actually require a human to click, read details and click approve?	8/13/2020, 6:56 PM
L	LUNA Yeah we have internal approval process first	8/13/2020, 7:08 PM
U	UNSPECIFIED_PARTICIPANT Yeah we have internal approval process first	8/13/2020, 7:08 PM
N	NA how long does that take	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT how long does that take	8/13/2020, 7:09 PM
N	NA can we speed up	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT can we speed up	8/13/2020, 7:09 PM
L	LUNA Normally it won't take long but if you are in rush let me know	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT Normally it won't take long but if you are in rush let me know	8/13/2020, 7:09 PM
N	NA in a rush.	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT in a rush.	8/13/2020, 7:09 PM
L	LUNA Ok	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT Ok	8/13/2020, 7:09 PM
U	UNSPECIFIED_PARTICIPANT ms.trading1@virgilqr.com	8/13/2020, 7:10 PM
L	LUNA ms.trading1@virgilqr.com	8/13/2020, 7:10 PM

L	LUNA Right? Just withdraw?	8/13/2020, 7:10 PM
U	UNSPECIFIED_PARTICIPANT Right? Just withdraw?	8/13/2020, 7:10 PM
N	NA ye	8/13/2020, 7:10 PM
U	UNSPECIFIED_PARTICIPANT ye	8/13/2020, 7:10 PM
N	NA yes	8/13/2020, 7:10 PM
U	UNSPECIFIED_PARTICIPANT yes	8/13/2020, 7:10 PM
L	LUNA Ok checking on it	8/13/2020, 7:11 PM
U	UNSPECIFIED_PARTICIPANT Ok checking on it	8/13/2020, 7:11 PM
L	LUNA 1000btc is done	8/13/2020, 8:44 PM
U	UNSPECIFIED_PARTICIPANT 1000btc is done	8/13/2020, 8:44 PM
R	Ren Thanks Luna for your hard work	8/13/2020, 8:44 PM
U	UNSPECIFIED_PARTICIPANT Thanks Luna for your hard work	8/13/2020, 8:44 PM
L	LUNA Approval is passed too	8/13/2020, 8:45 PM
U	UNSPECIFIED_PARTICIPANT Approval is passed too	8/13/2020, 8:45 PM
L	LUNA No problem. Thanks!	8/13/2020, 8:45 PM
U	UNSPECIFIED_PARTICIPANT No problem. Thanks!	8/13/2020, 8:45 PM
N	NA Ty Luna	8/14/2020, 1:02 AM
U	UNSPECIFIED_PARTICIPANT Ty Luna	8/14/2020, 1:02 AM

L	LUNA	8/14/2020, 1:38 AM
AH	Antonio Hallak hi @I am LUNA and Binance team	9/3/2020, 8:37 AM
U	UNSPECIFIED_PARTICIPANT hi @I am LUNA and Binance team	9/3/2020, 8:37 AM
AH	Antonio Hallak can we have our withdrawal limit increased	9/3/2020, 8:37 AM
U	UNSPECIFIED_PARTICIPANT can we have our withdrawal limit increased	9/3/2020, 8:37 AM
AH	Antonio Hallak we have hit a withdrawal limit on our Binance account	9/3/2020, 8:37 AM
U	UNSPECIFIED_PARTICIPANT we have hit a withdrawal limit on our Binance account	9/3/2020, 8:37 AM
AH	Antonio Hallak "Amount exceeds your 24hr withdrawal limit"	9/3/2020, 8:37 AM
U	UNSPECIFIED_PARTICIPANT "Amount exceeds your 24hr withdrawal limit"	9/3/2020, 8:37 AM
N	NA @Luna Thought we increased limit to 1000 BTC?	9/3/2020, 8:55 AM
U	UNSPECIFIED_PARTICIPANT @Luna Thought we increased limit to 1000 BTC?	9/3/2020, 8:55 AM
R	Ren @I am LUNA @露娜🦌小鹿同学	9/3/2020, 8:56 AM
U	UNSPECIFIED_PARTICIPANT @I am LUNA @露娜🦌小鹿同学	9/3/2020, 8:56 AM
L	LUNA Hi @Antonio Hallak @NA	9/3/2020, 9:04 AM
U	UNSPECIFIED_PARTICIPANT Hi @Antonio Hallak @NA	9/3/2020, 9:04 AM
L	LUNA Okay. How long do you need for the limit increase?	9/3/2020, 9:04 AM
U	UNSPECIFIED_PARTICIPANT Okay. How long do you need for the limit increase?	9/3/2020, 9:04 AM
U	UNSPECIFIED_PARTICIPANT what is the longest period that you are able to provide for this increase?	9/3/2020, 9:07 AM

AH	Antonio Hallak what is the longest period that you are able to provide for this increase?	9/3/2020, 9:07 AM
U	UNSPECIFIED_PARTICIPANT How about 2 months? @Antonio Hallak	9/3/2020, 9:19 AM
L	LUNA How about 2 months? @Antonio Hallak	9/3/2020, 9:19 AM
AH	Antonio Hallak sure	9/3/2020, 9:20 AM
U	UNSPECIFIED_PARTICIPANT sure	9/3/2020, 9:20 AM
AH	Antonio Hallak thank you	9/3/2020, 9:20 AM
U	UNSPECIFIED_PARTICIPANT thank you	9/3/2020, 9:20 AM
U	UNSPECIFIED_PARTICIPANT please let me know as soon as you get a confirmation from your team that the limit increase is effective	9/3/2020, 9:21 AM
AH	Antonio Hallak please let me know as soon as you get a confirmation from your team that the limit increase is effective	9/3/2020, 9:21 AM
L	LUNA Okay	9/3/2020, 9:24 AM
U	UNSPECIFIED_PARTICIPANT Okay	9/3/2020, 9:24 AM
L	LUNA ms.trading1@virgilqr.com @Antonio Hallak please confirm the account is right	9/3/2020, 9:25 AM
U	UNSPECIFIED_PARTICIPANT ms.trading1@virgilqr.com @Antonio Hallak please confirm the account is right	9/3/2020, 9:25 AM
AH	Antonio Hallak yes	9/3/2020, 9:25 AM
U	UNSPECIFIED_PARTICIPANT yes	9/3/2020, 9:25 AM
L	LUNA Thank you!	9/3/2020, 9:26 AM
U	UNSPECIFIED_PARTICIPANT Thank you!	9/3/2020, 9:26 AM
L	LUNA @Antonio Hallak Hi I just checked that your withdrawal limit is 1000 already. Do you need to increase to 2000BTC?	9/3/2020, 9:30 AM

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:30 AM  
@Antonio Hallak Hi I just checked that your withdrawal limit is 1000 already. Do you need to increase to 2000BTC?

**R** **Ren** 9/3/2020, 9:31 AM  
Yes please

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:31 AM  
Yes please

**AH** **Antonio Hallak** 9/3/2020, 9:31 AM  
oh, then why are we getting the withdrawal limit error

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:31 AM  
oh, then why are we getting the withdrawal limit error

**L** **LUNA** 9/3/2020, 9:31 AM  
Hold on

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:31 AM  
Hold on

**L** **LUNA** 9/3/2020, 9:31 AM  
We just checked that you still remain 1000 limit

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:31 AM  
We just checked that you still remain 1000 limit

**L** **LUNA** 9/3/2020, 9:32 AM  
How much did you withdraw today?

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:32 AM  
How much did you withdraw today?

**AH** **Antonio Hallak** 9/3/2020, 9:33 AM  
less than 200 btc

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:33 AM  
less than 200 btc

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:34 AM  
does the asset matter? we are withdrawing usdt

**AH** **Antonio Hallak** 9/3/2020, 9:34 AM  
does the asset matter? we are withdrawing usdt

**U** **UNSPECIFIED\_PARTICIPANT** 9/3/2020, 9:34 AM  
Actually not. I'm checking with our CS team. Please wait a bit

**L** **LUNA** 9/3/2020, 9:34 AM  
Actually not. I'm checking with our CS team. Please wait a bit

**L** **LUNA** 9/3/2020, 9:36 AM  
Can you double check that if you could withdraw now?

U	UNSPECIFIED_PARTICIPANT Can you double check that if you could withdraw now?	9/3/2020, 9:36 AM
AH	Antonio Hallak ok hold on	9/3/2020, 9:36 AM
U	UNSPECIFIED_PARTICIPANT ok hold on	9/3/2020, 9:36 AM
AH	Antonio Hallak ya it is fine now	9/3/2020, 9:37 AM
U	UNSPECIFIED_PARTICIPANT ya it is fine now	9/3/2020, 9:37 AM
AH	Antonio Hallak what was the issue?	9/3/2020, 9:37 AM
U	UNSPECIFIED_PARTICIPANT what was the issue?	9/3/2020, 9:37 AM
U	UNSPECIFIED_PARTICIPANT Might be information delay	9/3/2020, 9:39 AM
L	LUNA Might be information delay	9/3/2020, 9:39 AM
U	UNSPECIFIED_PARTICIPANT Sorry about that!	9/3/2020, 9:39 AM
L	LUNA Sorry about that!	9/3/2020, 9:39 AM
L	LUNA So I'll keep the limit as 1000 BTC	9/3/2020, 9:39 AM
U	UNSPECIFIED_PARTICIPANT So I'll keep the limit as 1000 BTC	9/3/2020, 9:39 AM
U	UNSPECIFIED_PARTICIPANT Calculation error of BTC value	9/3/2020, 9:40 AM
L	LUNA Calculation error of BTC value	9/3/2020, 9:40 AM
AH	Antonio Hallak ok	9/3/2020, 9:41 AM
U	UNSPECIFIED_PARTICIPANT ok	9/3/2020, 9:41 AM
U	UNSPECIFIED_PARTICIPANT thanks	9/3/2020, 9:41 AM

AH	Antonio Hallak thanks	9/3/2020, 9:41 AM
L	LUNA You are welcome!	9/3/2020, 9:41 AM
U	UNSPECIFIED_PARTICIPANT You are welcome!	9/3/2020, 9:41 AM
L	LUNA Updates to Binance Futures Trading Rules <a href="https://www.binance.com/en/support/articles/ec329e65642b4556bf343d0cb81c5363">https://www.binance.com/en/support/articles/ec329e65642b4556bf343d0cb81c5363</a>	9/11/2020, 5:16 AM
U	UNSPECIFIED_PARTICIPANT Updates to Binance Futures Trading Rules <a href="https://www.binance.com/en/support/articles/ec329e65642b4556bf343d0cb81c5363">https://www.binance.com/en/support/articles/ec329e65642b4556bf343d0cb81c5363</a>	9/11/2020, 5:16 AM
U	UNSPECIFIED_PARTICIPANT Just want to make sure - our withdrawal limit is still 1000 BTC right? Let's keep it that way.	9/14/2020, 11:44 AM
N	NA Just want to make sure - our withdrawal limit is still 1000 BTC right? Let's keep it that way.	9/14/2020, 11:44 AM
露	露娜@Binance Yes @NA	9/14/2020, 12:03 PM
U	UNSPECIFIED_PARTICIPANT Yes @NA	9/14/2020, 12:03 PM
N	NA Ok.	9/14/2020, 12:07 PM
U	UNSPECIFIED_PARTICIPANT Ok.	9/14/2020, 12:07 PM
N	NA @Luna Can you check our account? Our deposit isn't being shown. Taking a long time to confirm.	9/14/2020, 12:58 PM
U	UNSPECIFIED_PARTICIPANT @Luna Can you check our account? Our deposit isn't being shown. Taking a long time to confirm.	9/14/2020, 12:58 PM
N	NA Also what are the thresholds for manual review of deposits etc? @I am LUNA	9/14/2020, 1:08 PM
U	UNSPECIFIED_PARTICIPANT Also what are the thresholds for manual review of deposits etc? @I am LUNA	9/14/2020, 1:08 PM
U	UNSPECIFIED_PARTICIPANT Deposit is a bit delay today sorry...	9/14/2020, 2:33 PM
L	LUNA Deposit is a bit delay today sorry...	9/14/2020, 2:33 PM
N	NA What are the thresholds for manual review of deposits?	9/14/2020, 2:33 PM
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 2:33 PM



What are the thresholds for manual review of deposits?

N	NA Right now this is interfering with our trading, so hopefully we can speed up the deposit.	9/14/2020, 2:33 PM
U	UNSPECIFIED_PARTICIPANT Right now this is interfering with our trading, so hopefully we can speed up the deposit.	9/14/2020, 2:33 PM
U	UNSPECIFIED_PARTICIPANT Yes if we thought it's risky or large amount	9/14/2020, 2:34 PM
L	LUNA	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT What is the threshold though?	9/14/2020, 2:34 PM
N	NA What is the threshold though?	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT Not sure	9/14/2020, 2:34 PM
L	LUNA Not sure	9/14/2020, 2:34 PM
N	NA 3m USDT?	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT 3m USDT?	9/14/2020, 2:34 PM
N	NA Ok please let us know.	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT Ok please let us know.	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT No certain amount	9/14/2020, 2:34 PM
L	LUNA No certain amount	9/14/2020, 2:34 PM
L	LUNA Ok	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT Ok	9/14/2020, 2:34 PM
U	UNSPECIFIED_PARTICIPANT Which account is it now	9/14/2020, 2:35 PM
L	LUNA Which account is it now	9/14/2020, 2:35 PM

L	LUNA	9/14/2020, 2:35 PM
U	UNSPECIFIED_PARTICIPANT I'll let my colleague know	9/14/2020, 2:35 PM
U	UNSPECIFIED_PARTICIPANT @Antonio Hallak	9/14/2020, 2:35 PM
N	NA @Antonio Hallak	9/14/2020, 2:35 PM
L	LUNA ms.trading1@virgilqr.com ?	9/14/2020, 2:42 PM
U	UNSPECIFIED_PARTICIPANT ms.trading1@virgilqr.com ?	9/14/2020, 2:42 PM
N	NA Correct.	9/14/2020, 2:42 PM
U	UNSPECIFIED_PARTICIPANT Correct.	9/14/2020, 2:42 PM
AH	Antonio Hallak We got it	9/14/2020, 2:43 PM
U	UNSPECIFIED_PARTICIPANT We got it	9/14/2020, 2:43 PM
U	UNSPECIFIED_PARTICIPANT Took quite a while	9/14/2020, 2:43 PM
AH	Antonio Hallak Took quite a while	9/14/2020, 2:43 PM
N	NA Ok nice.	9/14/2020, 2:43 PM
U	UNSPECIFIED_PARTICIPANT Ok nice.	9/14/2020, 2:43 PM
L	LUNA Thx!	9/14/2020, 2:45 PM
U	UNSPECIFIED_PARTICIPANT Thx!	9/14/2020, 2:45 PM
U	UNSPECIFIED_PARTICIPANT Sorry for the delay	9/14/2020, 2:45 PM
L	LUNA Sorry for the delay	9/14/2020, 2:45 PM

L	LUNA Crazy bake night	9/14/2020, 2:45 PM
U	UNSPECIFIED_PARTICIPANT Crazy bake night	9/14/2020, 2:45 PM
N	NA lots of demand to use bakeryswap?	9/14/2020, 4:41 PM
U	UNSPECIFIED_PARTICIPANT lots of demand to use bakeryswap?	9/14/2020, 4:41 PM
N	NA We will be doing a lot of transfers today. Can you make sure that there are no more manual approvals, etc? @Luna	9/14/2020, 4:45 PM
U	UNSPECIFIED_PARTICIPANT We will be doing a lot of transfers today. Can you make sure that there are no more manual approvals, etc? @Luna	9/14/2020, 4:45 PM
N	NA @I am LUNA	9/14/2020, 6:44 PM
U	UNSPECIFIED_PARTICIPANT @I am LUNA	9/14/2020, 6:44 PM
N	NA Our withdrawal is still pending. Can you speed it up?	9/14/2020, 7:21 PM
U	UNSPECIFIED_PARTICIPANT Our withdrawal is still pending. Can you speed it up?	9/14/2020, 7:21 PM
N	NA We will be trading heavily and would be good to not have to go through so many manual approvals. Thank you!	9/14/2020, 7:22 PM
U	UNSPECIFIED_PARTICIPANT We will be trading heavily and would be good to not have to go through so many manual approvals. Thank you!	9/14/2020, 7:22 PM
U	UNSPECIFIED_PARTICIPANT Ok but I'm not sure if we can control this. I'm letting clear team know.	9/14/2020, 8:13 PM
L	LUNA Ok but I'm not sure if we can control this. I'm letting clear team know.	9/14/2020, 8:13 PM
U	UNSPECIFIED_PARTICIPANT Ok. This is severely interfering with our trading strategies.	9/14/2020, 8:24 PM
N	NA Ok. This is severely interfering with our trading strategies.	9/14/2020, 8:24 PM
N	NA If our funds get frozen for manual approval. etc	9/14/2020, 8:24 PM
U	UNSPECIFIED_PARTICIPANT If our funds get frozen for manual approval. etc	9/14/2020, 8:24 PM

**L** **LUNA** 9/14/2020, 8:26 PM  
I understand. I'm discussing with the team. Get back to you later. And I'll pay attention to our chat group also

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 8:26 PM  
I understand. I'm discussing with the team. Get back to you later. And I'll pay attention to our chat group also

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 8:28 PM  
Ok thank you!

**N** **NA** 9/14/2020, 8:28 PM  
Ok thank you!

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:24 PM  
@Luna @I am LUNA What do you think is an estimated time when this would be resolved?

**N** **NA** 9/14/2020, 9:24 PM  
@Luna @I am LUNA What do you think is an estimated time when this would be resolved?

**L** **LUNA** 9/14/2020, 9:25 PM  
We need more information about this. How much would you normally deposit and withdraw at a single time?

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:25 PM  
We need more information about this. How much would you normally deposit and withdraw at a single time?

**N** **NA** 9/14/2020, 9:25 PM  
We may withdraw / deposit 5-20m at a single time. We are trading so we need lots of flexibility.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:25 PM  
We may withdraw / deposit 5-20m at a single time. We are trading so we need lots of flexibility.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:25 PM  
Right now we are losing money because our money is stuck.

**N** **NA** 9/14/2020, 9:25 PM  
Right now we are losing money because our money is stuck.

**N** **NA** 9/14/2020, 9:25 PM  
Which we find unacceptable.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:25 PM  
Which we find unacceptable.

**N** **NA** 9/14/2020, 9:26 PM  
We need you to whitelist us for deposits/withdrawals up to 2000 BTC.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:26 PM  
We need you to whitelist us for deposits/withdrawals up to 2000 BTC.

**L** **LUNA** 9/14/2020, 9:26 PM  
Did you use whitelist already?

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:26 PM  
Did you use whitelist already?

**N NA** 9/14/2020, 9:26 PM  
Yes but we need to make sure that our transactions don't go through to manual review.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:26 PM  
Yes but we need to make sure that our transactions don't go through to manual review.

**N NA** 9/14/2020, 9:26 PM  
Our recent deposits / withdrawals have take too long.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:26 PM  
Our recent deposits / withdrawals have take too long.

**N NA** 9/14/2020, 9:27 PM  
And this is affecting our trading operation and rebalancing of strategies.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:27 PM  
And this is affecting our trading operation and rebalancing of strategies.

**N NA** 9/14/2020, 9:28 PM  
Do all transactions over 5m go through manual review? Or how does your system work? We need transparency on this since it is affecting our trading.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:28 PM  
Do all transactions over 5m go through manual review? Or how does your system work? We need transparency on this since it is affecting our trading.

**L LUNA** 9/14/2020, 9:29 PM  
No one can actually turn off the trigger for manual processes as it's very complicated. But we can try to prevent it and we suggest you whitelist the wallet address and do not change IP or equipment often.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:29 PM  
No one can actually turn off the trigger for manual processes as it's very complicated. But we can try to prevent it and we suggest you whitelist the wallet address and do not change IP or equipment often.

**L LUNA** 9/14/2020, 9:29 PM

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:29 PM  
I'm still working on this

**N NA** 9/14/2020, 9:32 PM  
Ok thank you Luna. We appreciate your cooperation, just want to get speedy result so we can continue to trade. Hopefully you can flag us as a trustworthy client so we don't run into this issue again. We are likely to keep doing large withdrawals/deposits in the future. Please raise our withdrawal limit to 2000 BTC as well. We are likely to surpass this 1000 BTC daily amount in a few hours, as we are going to keep rebalancing our trading.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:32 PM  
Ok thank you Luna. We appreciate your cooperation, just want to get speedy result so we can continue to trade. Hopefully you can flag us as a trustworthy client so we don't run into this issue again. We are likely to keep doing large withdrawals/deposits in the future. Please raise our withdrawal limit to 2000 BTC as well. We are likely to surpass this 1000 BTC daily amount in a few hours, as we are going to keep rebalancing our trading.

**L LUNA** 9/14/2020, 9:38 PM  
Yes I'm applying for limit already and it will be increased to 2000 BTC for three months.

**U UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:38 PM  
Yes I'm applying for limit already and it will be increased to 2000 BTC for three months.

**N** **NA** 9/14/2020, 9:39 PM  
Ok thank you. We are going to make more large withdrawals/deposits in the next few hours, so please make sure they don't get stuck. We were waiting 8hours+ for our transactions to process today, which is affecting our trading.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:39 PM  
Ok thank you. We are going to make more large withdrawals/deposits in the next few hours, so please make sure they don't get stuck. We were waiting 8hours+ for our transactions to process today, which is affecting our trading.

**L** **LUNA** 9/14/2020, 9:45 PM  
Only next few hours?

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:45 PM  
Only next few hours?

**N** **NA** 9/14/2020, 9:46 PM  
To be safe let's say for the rest of the month.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:46 PM  
To be safe let's say for the rest of the month.

**R** **Ren** 9/14/2020, 9:46 PM  
Two three months probably

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:46 PM  
Two three months probably

**N** **NA** 9/14/2020, 9:47 PM  
yes.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:47 PM  
yes.

**N** **NA** 9/14/2020, 9:48 PM  
Forever is better but especially for next several months we will be very active in large withdrawals/deposits as we rebalance our strategies.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:48 PM  
Forever is better but especially for next several months we will be very active in large withdrawals/deposits as we rebalance our strategies.

**L** **LUNA** 9/14/2020, 9:49 PM  
Your withdrawal limit is 2000btc/day now. And I'm applying for 800btc withdrawal whitelist in a single time

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:49 PM  
Your withdrawal limit is 2000btc/day now. And I'm applying for 800btc withdrawal whitelist in a single time

**L** **LUNA** 9/14/2020, 9:50 PM  
Which means if you withdraw less than 800 btc you will not go into manual process.

**U** **UNSPECIFIED\_PARTICIPANT** 9/14/2020, 9:50 PM  
Which means if you withdraw less than 800 btc you will not go into manual process.

**N** **NA** 9/14/2020, 9:51 PM  
Ok thank you. This is good information to know. Did our current transaction get approved by the way?

U	UNSPECIFIED_PARTICIPANT	9/14/2020, 9:51 PM
	Ok thank you. This is good information to know. Did our current transaction get approved by the way?	
N	NA	9/14/2020, 9:51 PM
	We have a transaction pending to withdraw.	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 9:51 PM
	We have a transaction pending to withdraw.	
L	LUNA	9/14/2020, 9:52 PM
	I'm pushing for it	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 9:52 PM
	I'm pushing for it	
N	NA	9/14/2020, 10:03 PM
	thank you.	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:03 PM
	thank you.	
L	LUNA	9/14/2020, 10:05 PM
	800btc whitelist is done	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:05 PM
	800btc whitelist is done	
AH	Antonio Hallak	9/14/2020, 10:05 PM
	Thank @I am LUNA	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:05 PM
	Thank @I am LUNA	
AH	Antonio Hallak	9/14/2020, 10:05 PM
	we see the transactions completed now	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:05 PM
	we see the transactions completed now	
L	LUNA	9/14/2020, 10:05 PM
	Great	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:05 PM
	Great	
AH	Antonio Hallak	9/14/2020, 10:05 PM
	your help in whitelisting for the 800btc will be very helpful for future transactions	
U	UNSPECIFIED_PARTICIPANT	9/14/2020, 10:05 PM
	your help in whitelisting for the 800btc will be very helpful for future transactions	
AH	Antonio Hallak	9/14/2020, 10:05 PM
	much appreciated...	

U	UNSPECIFIED_PARTICIPANT much appreciated...	9/14/2020, 10:05 PM
L	LUNA This is my job. Glad to be helpful! Let me know if it works	9/14/2020, 10:06 PM
U	UNSPECIFIED_PARTICIPANT This is my job. Glad to be helpful! Let me know if it works	9/14/2020, 10:06 PM
N	NA Thank you Luna!	9/14/2020, 10:10 PM
U	UNSPECIFIED_PARTICIPANT Thank you Luna!	9/14/2020, 10:10 PM
露	露娜@Binance My pleasure 😊	9/14/2020, 10:49 PM
U	UNSPECIFIED_PARTICIPANT My pleasure 😊	9/14/2020, 10:49 PM
N	NA Hi we are waiting on a transaction again. @Luna @I am LUNA I thought this was addressed so the transactions wouldn't go through manual review anymore? You said we could do transfers up to 800 BTC at once...	9/16/2020, 2:01 PM
U	UNSPECIFIED_PARTICIPANT Hi we are waiting on a transaction again. @Luna @I am LUNA I thought this was addressed so the transactions wouldn't go through manual review anymore? You said we could do transfers up to 800 BTC at once...	9/16/2020, 2:01 PM
L	LUNA @NA yes it should be	9/16/2020, 7:49 PM
U	UNSPECIFIED_PARTICIPANT @NA yes it should be	9/16/2020, 7:49 PM
L	LUNA How is it going now?	9/16/2020, 7:50 PM
U	UNSPECIFIED_PARTICIPANT How is it going now?	9/16/2020, 7:50 PM
L	LUNA Do you have the txid I'll need to check with the clearing team.	9/16/2020, 7:51 PM
U	UNSPECIFIED_PARTICIPANT Do you have the txid I'll need to check with the clearing team.	9/16/2020, 7:51 PM
N	NA Ok it eventually went through.	9/16/2020, 7:55 PM
U	UNSPECIFIED_PARTICIPANT Ok it eventually went through.	9/16/2020, 7:55 PM
U	UNSPECIFIED_PARTICIPANT Ty	9/16/2020, 7:55 PM
N	NA	9/16/2020, 7:55 PM



Ty

U	UNSPECIFIED_PARTICIPANT @NA how long did the transaction take?	9/16/2020, 8:25 PM
L	LUNA @NA how long did the transaction take?	9/16/2020, 8:25 PM
L	LUNA I need to confirm that if the whitelist was working	9/16/2020, 8:25 PM
U	UNSPECIFIED_PARTICIPANT I need to confirm that if the whitelist was working	9/16/2020, 8:25 PM
N	NA I think it took around 20-30m. A lot of confirmations before credited to the account. @Antonio Hallak	9/16/2020, 10:07 PM
U	UNSPECIFIED_PARTICIPANT I think it took around 20-30m. A lot of confirmations before credited to the account. @Antonio Hallak	9/16/2020, 10:07 PM
L	LUNA Deposit or withdraw?	9/16/2020, 10:13 PM
U	UNSPECIFIED_PARTICIPANT Deposit or withdraw?	9/16/2020, 10:13 PM
L	LUNA A lot of chains are very busy recently and it may take time	9/16/2020, 10:15 PM
U	UNSPECIFIED_PARTICIPANT A lot of chains are very busy recently and it may take time	9/16/2020, 10:15 PM
N	NA I believe it took a while for the deposit but @Antonio Hallak can add more detail.	9/16/2020, 10:16 PM
U	UNSPECIFIED_PARTICIPANT I believe it took a while for the deposit but @Antonio Hallak can add more detail.	9/16/2020, 10:16 PM
U	UNSPECIFIED_PARTICIPANT Yes, gas fees skyrocketed just now because of Uniswap token distribution.	9/16/2020, 10:16 PM
N	NA Yes, gas fees skyrocketed just now because of Uniswap token distribution.	9/16/2020, 10:16 PM
L	LUNA We just checked that our recent transaction took 10-15mins and it's normal process timing and our whitelist is working.	9/16/2020, 10:46 PM
U	UNSPECIFIED_PARTICIPANT We just checked that our recent transaction took 10-15mins and it's normal process timing and our whitelist is working.	9/16/2020, 10:46 PM
N	NA Ok ty Luna.	9/16/2020, 10:49 PM
U	UNSPECIFIED_PARTICIPANT Ok ty Luna.	9/16/2020, 10:49 PM

U	UNSPECIFIED_PARTICIPANT Np;)	9/17/2020, 12:28 AM
L	LUNA Np;)	9/17/2020, 12:28 AM
AH	Antonio Hallak hi @I am LUNA	9/22/2020, 3:03 PM
U	UNSPECIFIED_PARTICIPANT hi @I am LUNA	9/22/2020, 3:03 PM
AH	Antonio Hallak let me know when you're online, have a question...	9/22/2020, 3:03 PM
U	UNSPECIFIED_PARTICIPANT let me know when you're online, have a question...	9/22/2020, 3:03 PM
AH	Antonio Hallak thx	9/22/2020, 3:03 PM
U	UNSPECIFIED_PARTICIPANT thx	9/22/2020, 3:03 PM
L	LUNA @Antonio Hallak yes?	9/22/2020, 8:24 PM
U	UNSPECIFIED_PARTICIPANT @Antonio Hallak yes?	9/22/2020, 8:24 PM
U	UNSPECIFIED_PARTICIPANT hi @I am LUNA	9/23/2020, 4:10 AM
AH	Antonio Hallak hi @I am LUNA	9/23/2020, 4:10 AM
AH	Antonio Hallak does the generate statements function work on the Binance site?	9/23/2020, 4:10 AM
U	UNSPECIFIED_PARTICIPANT does the generate statements function work on the Binance site?	9/23/2020, 4:10 AM
AH	Antonio Hallak we tried it and it's been "generating" for a couple of days	9/23/2020, 4:11 AM
U	UNSPECIFIED_PARTICIPANT we tried it and it's been "generating" for a couple of days	9/23/2020, 4:11 AM
露	露娜@Binance Sorry what statement ?	9/23/2020, 4:13 AM
U	UNSPECIFIED_PARTICIPANT Sorry what statement?	9/23/2020, 4:13 AM

U	UNSPECIFIED_PARTICIPANT option on the Binance site to "Generate all statements"	9/23/2020, 4:15 AM
AH	Antonio Hallak option on the Binance site to "Generate all statements"	9/23/2020, 4:15 AM
L	LUNA Do you have the screenshot of error information? Or the "generating"	9/23/2020, 4:17 AM
U	UNSPECIFIED_PARTICIPANT Do you have the screenshot of error information? Or the "generating"	9/23/2020, 4:17 AM
AH	Antonio Hallak	9/23/2020, 4:18 AM
<i>Attachment: 444.pic_thum (8 KB)</i>		
U	UNSPECIFIED_PARTICIPANT ms.trading1@virgilqr.com spot account statement?	9/23/2020, 4:19 AM
L	LUNA ms.trading1@virgilqr.com spot account statement?	9/23/2020, 4:19 AM
AH	Antonio Hallak yes	9/23/2020, 4:19 AM
U	UNSPECIFIED_PARTICIPANT yes	9/23/2020, 4:19 AM
L	LUNA Okay. Let me check with the tech team. Sorry for the inconvenience	9/23/2020, 4:19 AM
U	UNSPECIFIED_PARTICIPANT Okay. Let me check with the tech team. Sorry for the inconvenience	9/23/2020, 4:19 AM
L	LUNA I just applied VIP4 for your account so that you can have lower trading fees.	9/23/2020, 4:23 AM
U	UNSPECIFIED_PARTICIPANT I just applied VIP4 for your account so that you can have lower trading fees.	9/23/2020, 4:23 AM
U	UNSPECIFIED_PARTICIPANT great. Thx @I am LUNA	9/23/2020, 4:26 AM
AH	Antonio Hallak great. Thx @I am LUNA	9/23/2020, 4:26 AM
AH	Antonio Hallak @I am LUNA, did you get any response from tech?	9/23/2020, 5:55 AM
U	UNSPECIFIED_PARTICIPANT @I am LUNA, did you get any response from tech?	9/23/2020, 5:55 AM
L	LUNA Not yet. I'm chasing on it	9/23/2020, 5:56 AM

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 5:56 AM  
Not yet. I'm chasing on it

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:13 PM  
@Antonio Hallak Hi our tech checked but cannot find any issue and I tested myself it's working. Could you please try to download a short-term statement (3-month), and see if it worked.

**L** **LUNA** 9/23/2020, 8:13 PM  
@Antonio Hallak Hi our tech checked but cannot find any issue and I tested myself it's working. Could you please try to download a short-term statement (3-month), and see if it worked.

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:15 PM  
Or I can apply the statement for you from data team if you need the whole year thing and it may take some time. Please just let me know what kind of data you need.

**L** **LUNA** 9/23/2020, 8:15 PM  
Or I can apply the statement for you from data team if you need the whole year thing and it may take some time. Please just let me know what kind of data you need.

**AH** **Antonio Hallak** 9/23/2020, 8:24 PM  
hi @I am LUNA , if you see the date range, that is what I need to compare against our internal statements...

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:24 PM  
hi @I am LUNA , if you see the date range, that is what I need to compare against our internal statements...

**AH** **Antonio Hallak** 9/23/2020, 8:24 PM  
I will rerun now to see if it works...

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:24 PM  
I will rerun now to see if it works...

**L** **LUNA** 9/23/2020, 8:28 PM  
Okay.

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:28 PM  
Okay.

**L** **LUNA** 9/23/2020, 8:28 PM  
Thanks

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:28 PM  
Thanks

**AH** **Antonio Hallak** 9/23/2020, 8:38 PM  
@I am LUNA, we just resubmitted...

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:38 PM  
@I am LUNA, we just resubmitted...

**AH** **Antonio Hallak** 9/23/2020, 8:38 PM  
do you have the means to track the report generation?

**U** **UNSPECIFIED\_PARTICIPANT** 9/23/2020, 8:38 PM  
do you have the means to track the report generation?

U	UNSPECIFIED_PARTICIPANT Not really	9/23/2020, 8:53 PM
L	LUNA Not really	9/23/2020, 8:53 PM
L	LUNA What date term did you submit?	9/23/2020, 8:53 PM
U	UNSPECIFIED_PARTICIPANT What date term did you submit?	9/23/2020, 8:53 PM
AH	Antonio Hallak exact same as one I sent you above	9/23/2020, 9:15 PM
U	UNSPECIFIED_PARTICIPANT exact same as one I sent you above	9/23/2020, 9:15 PM
L	LUNA 1 year data would be hard to download and we suggest to try shorter term...	9/23/2020, 9:18 PM
U	UNSPECIFIED_PARTICIPANT 1 year data would be hard to download and we suggest to try shorter term...	9/23/2020, 9:18 PM
AH	Antonio Hallak ok @I am LUNA	9/23/2020, 9:18 PM
U	UNSPECIFIED_PARTICIPANT ok @I am LUNA	9/23/2020, 9:18 PM
L	LUNA Did you receive one email with the subject 【email_statementsexport_success】 at about 9:42 AM in this morning? Please check on it.	9/23/2020, 11:19 PM
U	UNSPECIFIED_PARTICIPANT Did you receive one email with the subject 【email_statementsexport_success】 at about 9:42 AM in this morning? Please check on it.	9/23/2020, 11:19 PM
L	LUNA 9:42am UTC+8	9/23/2020, 11:20 PM
U	UNSPECIFIED_PARTICIPANT 9:42am UTC+8	9/23/2020, 11:20 PM
AH	Antonio Hallak @I am LUNA , yes, already received and reviewed! Thank you	9/23/2020, 11:30 PM
U	UNSPECIFIED_PARTICIPANT @I am LUNA , yes, already received and reviewed! Thank you	9/23/2020, 11:30 PM
L	LUNA Awesome!	9/23/2020, 11:32 PM
U	UNSPECIFIED_PARTICIPANT Awesome!	9/23/2020, 11:32 PM
L	LUNA	9/23/2020, 11:33 PM